



DEPARTMENT OF THE ARMY
US ARMY SOLDIER SUPPORT INSTITUTE
10000 HAMPTON PARKWAY
FORT JACKSON SC 29207-7025


ATSG-CG

FEB 22 2002

MEMORANDUM FOR ALL Soldier Support Institute (SSI) Personnel

SUBJECT: Policy Memorandum #14 – Complaint/Grievance Process

1. I am concerned about the welfare of all members of this command. I encourage leaders to create a positive work environment, free of neglect, undue pressure or harassment, and conducive to open communication. As our most valuable assets, our soldiers and civilians must be treated with dignity and respect, and afforded every opportunity to have their concerns heard.
2. All SSI personnel have the right to voice their complaints, grievances, concerns, and issues, and to be heard by their chain of command. They also have the right to register complaints with or without first consulting their chain of command, without retribution.
3. I encourage all individuals to use the command channels to first discuss complaints, allegations, or requests for assistance. All leaders should be available to listen to subordinates and assist them with their concerns. Nonetheless, all members of this command who have an issue that cannot be satisfactorily resolved at lower echelons, should elevate their concerns through their chain of command.
4. I have an open door policy extended to all members of this command. As such, I am available to assist individuals with issues or problems that cannot be resolved at lower levels.
5. READINESS STARTS HERE!


EDGAR E. STANTON III
Brigadier General, USA
Commanding